

Cisco Self Service Portal - Manual

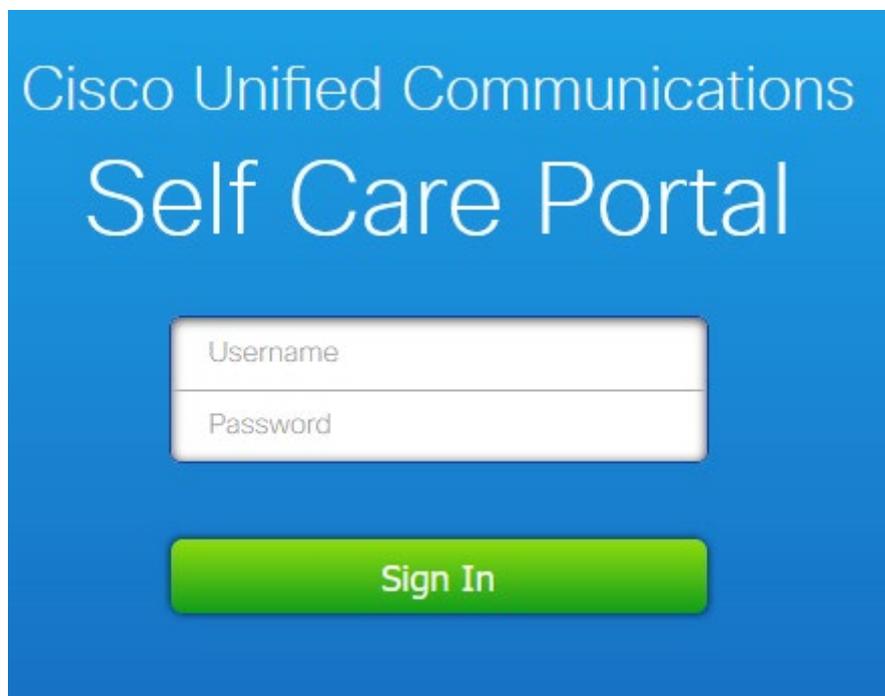
You can use the portal to configure your office phone:

- Call forwarding of your landline telephone extension
- Assigning speed dial numbers
- Configuring other mobile functions

Link to reach the portal:

<https://barnet.fh-joanneum.at:8443/ucmuser/>

Log in with your FH username and password



The image shows a screenshot of the Cisco Unified Communications Self Care Portal login page. The background is a solid blue color. At the top, the text "Cisco Unified Communications" is written in a light blue font, and below it, "Self Care Portal" is written in a larger, white font. In the center, there is a white login form with two input fields: "Username" and "Password". Below the form is a green button with the text "Sign In" in white.

Overview of your telephone setup

The screenshot shows the 'My Phones' page in the Cisco Unified Communications Self Care Portal. The page has a blue header with the Cisco logo and the text 'Unified Communications Self Care Portal'. Below the header is a navigation bar with tabs for 'Phones', 'Voicemail', 'IM & Availability', 'General Settings', and 'Downloads'. The 'Phones' tab is selected. On the left side, there is a sidebar with 'My Phones' selected, and sub-links for 'Phone Settings' and 'Call Forwarding'. The main content area is titled 'My Phones' and is divided into two sections: 'Company Phones' and 'Additional Phones'. The 'Company Phones' section contains two phone cards. Each card shows a Cisco 9951 phone icon, a gear icon for settings, and the phone's name and extension. The first card is 'Cisco 9951 - Hasiba Rich...' with a yellow extension 'Helpdesk' and a black extension 'Hasiba Richard'. The second card is 'Cisco 9951 - G.EA11.308...' with a black extension 'Hasiba Richard'. The 'Additional Phones' section has a plus sign icon in a circle and the text 'Add an additional phone so you can be reached when you are not at your desk.'

Call forwarding:

Click on *Phones*, then *Call Forwarding* and type the desired number.

- To forward all calls from your internal phone extension to your company mobile phone prefix it with 12 and then specify your phone extension. E.g. 12xxxx
- To forward your internal phone extension to an external number prefix it with a single 0 and then specify the complete number. E.g. 00664xxxxx
- If you want to forward to another internal extension type 12 and the desired four-digit number.

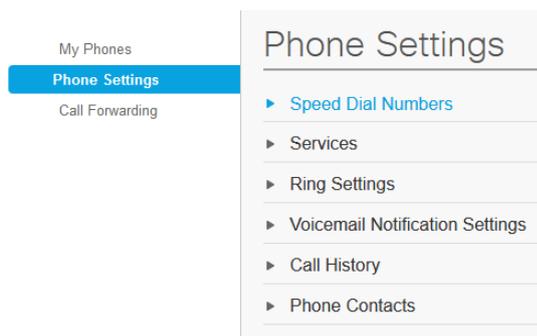
The screenshot shows the 'Call Forwarding' settings page. The left sidebar has 'My Phones', 'Phone Settings', and 'Call Forwarding' (selected). The main content area is titled 'Call Forwarding'. It shows a dropdown menu for the phone extension, currently set to 'Graz'. Below the dropdown, there is a checkbox labeled 'Forward all calls to:' which is checked. To the right of the checkbox is a text input field containing a redacted number. Below this is a section for 'Advanced calling rules' with a right-pointing arrow. At the bottom, there is another dropdown menu for the phone extension, currently set to '8888/Graz'.

Speed Dial Numbers:

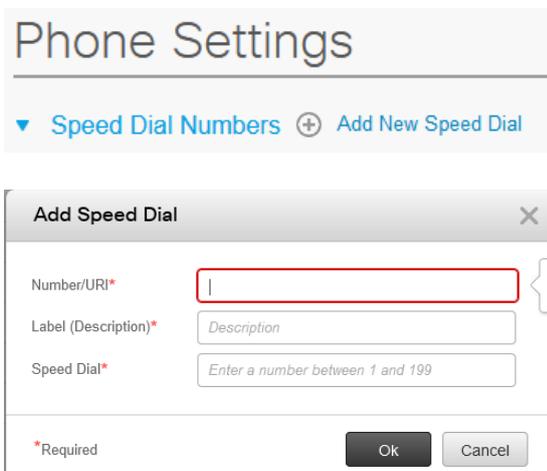
It's possible to assign up to 199 speed dial numbers. These numbers can be chosen by a specific button or by typing the speed dial number and the softkey "Speed Dial" on your phone.

Assigning a speed dial number:

Click on Phone Settings/Speed Dial Numbers



Choose „Add New Speed Dial”



Add a new additional phone

If you want this function to be enabled, please contact the FMA.

Use this function to forward a call to a mobile phone.

A new call directed at your phone extensions will first ring your office phone. After a given period of time the call will automatically be forwarded to an alternative phone number.

Forwarding syntax is the same as specified above.

Add a New Additional Phone [X]

Phone Number or URI* This value is required.

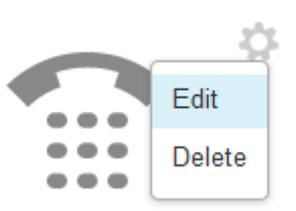
Description

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Enable Move To Mobile
If this is a mobile phone, transfer active calls from your Cisco IP Phone to this mobile phone by pressing the Mobility button.

*Required [Advanced call timing](#)

You can also generate a schedule when the forwarding will be active. Click on the gear symbol of the defined mobile number and choose “edit”



Chose „Enable Single Number Reach“

Edit Additional Phone [X]

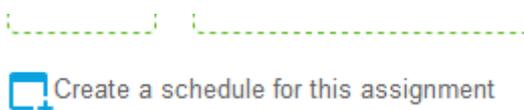
Phone Number or URI*

Description

Enable Single Number Reach
Ring this phone and my business phone at the same time when my business line(s) is dialed.

Incoming call

To establish a schedule, click on the sign beside “Create a schedule for this assignment”



Now specify the desired schedule (up to a complete week). Please be aware, that you also have to define the correct time zone: “(GMT +1:00) Europe/Vienna”. Finally click on save to store all the settings.

Add a New Schedule ✕

What would you like to call this Schedule?

Ring only during specific times Ring all the time

<input type="checkbox"/> Monday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Tuesday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Wednesday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Thursday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Friday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Saturday	00:00	▼	to	24:00	▼
<input type="checkbox"/> Sunday	00:00	▼	to	24:00	▼

Time zone: (GMT) Etc/GMT ▼ Save Cancel

To sign out from the portal, click on your name (upper right side of your browser) and then on “Sign Out”

